

APPENDIX A: SURVEY QUESTION BY QUESTION RESULTS

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
1	Our records show that your child is now insured by CHIP. Is that right?	Yes	405	100%	
		No	0	0%	
		Total # Respondents	405	100%	
		Missing (% of 406 Surveys)	1	< 1%	
2	With the choices CHIP gave you, how much of a problem, if any, was it to get a personal provider for your child that you are happy with?	Not a Problem	302	76%	96%
		Small Problem	7	2%	2%
		Big Problem	4	1%	1%
		Total Who Rated Level of Problem	313	78%	100%
		My child didn't get a new personal provider	87	22%	
		Total # Respondents	400	100%	
		Missing (% of 406 Surveys)	6	1%	
		Yes (explain)	11	3%	
3	Has there been a time when you felt your child received fewer services than other patients?	No	376	93%	
		Don't Know	17	4%	
		Total # Respondents	404	100%	
		Missing (% of 406 Surveys)	2	< 1%	
		Explain "Yes" Answer			
		Providers spend less time with patient	1	10%	
		Dental-not find/not able to get same service	3	30%	
		Service not covered/Not enough funds	3	30%	
		Treatment was not satisfactory	2	20%	
		Poor choices of glasses	1	10%	
		Total # Respondents (No one gave more than one reason)	10	100%	
		Skip per instructions (% of 406 Surveys)	395	97%	
		Missing (% of 406 Surveys)	1	< 1%	
	Use any number from 0 to 10 where 0 is the worst provider possible, and 10 is the best provider possible. How would you rate your child's provider now?	10 - Best Personal Provider Possible	163	40%	42%
		9	86	21%	22%
		8	77	19%	20%
		7	30	7%	8%
		7 or higher Subtotal	356	88%	92%
		6	12	3%	3%
		5	14	3%	4%
		4	3	1%	1%
		3	1	< 1%	< 1%
		2	1	< 1%	< 1%
		1	0	0%	0%
		0 - Worst Personal Provider Possible	0	0%	0%
		Total Who Rated Provider	387	96%	100%
		My child doesn't have a personal provider	16	4%	
		Total # Respondents	403	100%	
		Missing (% of 406 Surveys)	3	1%	
5	In the last 6 months, did you make any appointments with a doctor or other health care provider for regular or routine health care for your child?	Yes	226	56%	
		No	174	43%	
		Don't Know	3	1%	
		Total # Respondents	403	100%	
		Missing (% of 406 Surveys)	3	1%	
6	In the last 6 months, how often did you get an appointment for your child for regular or routine health care as soon as you wanted?	Always	147	63%	65%
		Usually	63	27%	28%
		Sometimes	14	6%	6%
		Never	2	1%	1%
		Total Who Said How Often	226	97%	100%
		My child didn't need an appointment for regular or routine care in the last 6 months	6	3%	
		Total # Respondents	232	100%	
		Skip per instructions (% of 406 Surveys)	171	42%	
		Missing (% of 406 Surveys)	3	1%	
7	In the last 6 months, how many days did you usually have to wait between making an appointment for your child for regular or routine care and actually seeing a provider?	Same day	65	28%	29%
		1 day	36	16%	16%
		2-3 days	50	22%	22%
		4-7 days	36	16%	16%
		8-14 days	19	8%	8%
		15-30 days	14	6%	6%
		31 days or longer	6	3%	3%
		Total Who Said How Long	226	98%	100%
		My child didn't need an appointment for regular or routine care in the last 6 months	5	2%	
		Total # Respondents	231	100%	
		Skip per instructions (% of 406 Surveys)	173	43%	
		Missing (% of 406 Surveys)	2	< 1%	
8	In the last 6 months, did your child have an illness or injury that needed care right away from a provider's office, clinic, or emergency room?	Yes	152	38%	
		No	250	62%	
		Don't Know	1	< 1%	
		Total # Respondents	403	100%	
		Missing (% of 406 Surveys)	3	1%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
9	In the last 6 months, when your child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted?	Always	115	77%	77%
		Usually	28	19%	19%
		Sometimes	5	3%	3%
		Never	1	1%	1%
		Total Who Said How Often	149	99%	100%
		My child didn't need care right away for an illness or injury in the last 6 months	1	1%	
		Total # Respondents	150	100%	
		Skip per instructions (% of 406 Surveys)	247	61%	
		Missing (% of 406 Surveys)	9	2%	
10	In the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury?	Same day	108	72%	72%
		1 day	29	19%	19%
		2 days	5	3%	3%
		3 days	4	3%	3%
		4-7 days	3	2%	2%
		8-14 days	1	1%	1%
		15 days or longer	0	0%	0%
		Total Who Said How Long	150	100%	100%
		My child didn't need care right away for an illness or injury in the last 6 months	0	0%	
		Total # Respondents	150	100%	
		Skip per instructions (% of 406 Surveys)	247	61%	
		Missing (% of 406 Surveys)	9	2%	
11	In the last 6 months, how many times did you go to an emergency room to get care for your child? (NOTE: the choice was None or fill in the blank)	1	40	10%	70%
		2	15	4%	26%
		3	1	< 1%	2%
		4	0	0%	0%
		5	0	0%	0%
		6	1	< 1%	2%
		Total Who Went to ER	57	14%	100%
		None	345	86%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	
12	In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your child?	Yes	177	44%	
		No	222	56%	
		Don't Know	1	< 1%	
		Total # Respondents	400	100%	
		Missing (% of 406 Surveys)	6	1%	
13	In the last 6 months, when you called during regular office hours, how often did you get the help or advice your child needed?	Always	138	78%	78%
		Usually	31	17%	18%
		Sometimes	7	4%	4%
		Never	0	0%	0%
		Total Who Said How Often	176	99%	100%
		I didn't call for help or advice during regular office hours in the last 6 months	2	1%	
		Total # Respondents	354	100%	
		Skip per instructions (% of 406 Surveys)	221	54%	
14	In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a provider's office or clinic to get care?	1	112	28%	39%
		2	85	21%	29%
		3	51	13%	18%
		4	18	4%	6%
		5-9	15	4%	5%
		10 or more	9	2%	3%
		Total Who Got Care	290	72%	100%
		None - did not get care	112	28%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	
15	In the last 6 months, once your child arrived at his or her provider's office or clinic, how long did your child have to wait before seeing the person your child went to see?	15 minutes or less	161	56%	
		16-30 minutes	98	34%	
		31-60 minutes	22	8%	
		More than an hour	6	2%	
		Total # Respondents	287	100%	
		Skip per instructions (% of 406 Surveys)	110	27%	
16	In the last 6 months, how often were office staff at your child's provider's office or clinic as helpful as you thought they should be?	Always	206	72%	72%
		Usually	67	23%	23%
		Sometimes	14	5%	5%
		Never	0	0%	0%
		Total Who Said How Often	287	100%	100%
		My child had no visits in the last 6 months	1	< 1%	
		Total # Respondents	288	100%	
		Skip per instructions (% of 406 Surveys)	109	27%	
		Missing (% of 406 Surveys)	9	2%	
17	Is your child old enough to talk with providers about his or her health care?	Yes	322	80%	
		No	77	19%	
		Don't Know	2	< 1%	
		Total # Respondents	401	100%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
		Missing (% of 406 Surveys)	5	1%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
18	In the last 6 months, how often did doctors or other health care providers explain things in a way your child could understand?	Always	173	54%	67%
		Usually	72	22%	28%
		Sometimes	11	3%	4%
		Never	4	1%	2%
		Total Who Said How Often	260	81%	100%
		My child had no visits in the last 6 months	61	19%	
		Total # Respondents	321	100%	
		Skip per instructions (% of 406 Surveys)	78	19%	
		Missing (% of 406 Surveys)	7	2%	
19	If your child's personal provider couldn't see him or her, did the provider's office help you find another place to take your child?	Yes	176	48%	
		No	102	28%	
		Don't Know	88	24%	
		Total # Respondents	366	100%	
		Missing (% of 406 Surveys)	40	10%	
20	If yes, where did they refer your child? (NOTE: respondents were asked to mark one or more so percentages may add up to more than 100%)	Another doctor or nurse	149	86%	
		Public Health Clinic/Community Health Center	16	9%	
		Emergency room at the hospital	10	6%	
		Walk-in or urgent care clinic	4	2%	
		Lab or specialist	6	3%	
		Total # Respondents (Reported 185 provider types)	173		
		Skip per instructions (% of 406 Surveys)	190	47%	
		Missing (% of 406 Surveys)	43	11%	
21	Is your child 2 years old or younger?	Yes	45	11%	
		No	349	89%	
		Don't Know	0	0%	
		Total # Respondents	394	100%	
		Missing (% of 406 Surveys)	12	3%	
22	After your child was born, did you get any reminders to bring him or her in for a check up to see how he or she was doing or for shots?	Yes	26	51%	
		No	19	37%	
		Don't Know	6	12%	
		Total # Respondents	51	100%	
		Skip per instructions (% of 406 Surveys)	347	85%	
		Missing (% of 406 Surveys)	8	2%	
23	Since your child was born, has he or she gone to a provider for a check up to see how he or she was doing or for shots?	Yes	42	27%	
		No	112	73%	
		Don't Know	0	0%	
		Total # Respondents	154	100%	
		Skip per instructions (% of 406 Surveys)	243	60%	
		Missing (% of 406 Surveys)	9	2%	
24	Did you get an appointment for your child's first visit to a provider for a check up or shots as soon as you wanted?	Yes	40	93%	
		No	2	5%	
		Don't Know	1	2%	
		Total # Respondents	43	100%	
		Skip per instructions (% of 406 Surveys)	353	87%	
		Missing (% of 406 Surveys)	10	2%	
25	How many days did you have to wait between making an appointment for your child for a check up or for shots and actually seeing the provider?	Within 24 Hours	65	17%	23%
		2-10 days	179	46%	64%
		11-21 days	24	6%	9%
		22-45 days	11	3%	4%
		More than 45 days	1	< 1%	0%
		Total Who Said How Long	280	72%	100%
		My child did not see a provider for a check up or shots	110	28%	
		Total # Respondents	390	100%	
		Skip per instructions (% of 406 Surveys)	13	3%	
		Missing (% of 406 Surveys)	3	1%	
26	In the last 6 months, did your child have any visits for preventive care (such as shots or Well Child Check Ups)?	Yes	115	29%	
		No	286	71%	
		Don't Know	1	< 1%	
		Total # Respondents	402	100%	
		Skip per instructions (% of 406 Surveys)	0	0%	
		Missing (% of 406 Surveys)	4	1%	
27	If No, why not? (NOTE: respondents were asked to mark one or more).	My child did not need any preventive care	256	93%	
		I was unable to schedule preventive care with child's provider	1	< 1%	
		I did not have any way to take my child to an appointment	0	0%	
		I did not have time to take my child to an appointment	3	1%	
		Other	19	7%	
		Total # Respondents (gave 279 reasons)	275		
		Skip per instructions (% of 406 Surveys)	115	28%	
		Missing (% of 406 Surveys)	16	4%	
28	In the last 6 months, did your child get care from a dentist's office or dental clinic?	Yes	228	57%	
		No	172	43%	
		Don't Know	3	1%	
		Total # Respondents	403	100%	
		Missing (% of 406 Surveys)	3	1%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
29	In the last 6 months, how many times did your child go to a dentist's office or dental clinic?	1	129	54%	57%
		2	67	28%	30%
		3	20	8%	9%
		4	6	3%	3%
		5-9	4	2%	2%
		10 or more	0	0%	0%
		Total Reporting Visits	226	95%	100%
		None	12	5%	
		Total # Respondents	238	100%	
		Skip per instructions (% of 406 Surveys)	164	40%	
30	Use any number from 0 to 10 where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care?	10 - Best dental care possible	103	46%	46%
		9	40	18%	18%
		8	37	16%	17%
		7	15	7%	7%
		7 or higher Subtotal	195	87%	87%
		6	7	3%	3%
		5	11	5%	5%
		4	1	< 1%	< 1%
		3	1	< 1%	< 1%
		2	4	2%	2%
		1	1	< 1%	< 1%
		0 - Worst dental care possible	3	1%	1%
		Total Who Rated Care	223	99%	100%
		My child didn't have any dental care	2	1%	
		Total # Respondents	225	100%	
		Skip per instructions (% of 406 Surveys)	171	42%	
		Missing (% of 406 Surveys)	10	2%	
31	How many months or years in a row has your child been enrolled in CHIP?	Less than 6 months	41	10%	
		6 up to 12 months	43	11%	
		12 up to 24 months	77	19%	
		Longer than 24 months	240	60%	
		Total # Respondents	401	100%	
		Missing (% of 406 Surveys)	5	1%	
32	How well do you feel you understand CHIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely.	10 - Understand completely	121	30%	
		9	86	21%	
		8	79	20%	
		7	69	17%	
		7 or higher Subtotal	355	88%	
		6	22	5%	
		5	15	4%	
		4	3	1%	
		3	4	1%	
		2	2	< 1%	
		1	1	< 1%	
		0 - Do not understand at all	2	< 1%	
		Total # Respondents	404	100%	
		Missing (% of 406 Surveys)	2	< 1%	
33	Have you or your child used BCBS/BlueCHIP Customer Service?	Yes	185	46%	
		No	197	49%	
		Don't Know	18	5%	
		Total # Respondents	400	100%	
		Missing (% of 406 Surveys)	6	1%	
33b	How useful did you find it?	Very Useful	149	55%	81%
		Somewhat Useful	34	13%	18%
		Not Useful	2	1%	1%
		Total Who Rated Usefulness	185	68%	100%
		We didn't use the Customer Service	86	32%	
		Total # Respondents	271	100%	
34	Have you or your child used the BlueCHIP Enrollee Handbook?	Missing (% of 406 Surveys)	135	33%	
		Yes	314	78%	
		No	78	19%	
		Don't Know	9	2%	
		Total # Respondents	401	100%	
		Missing (% of 406 Surveys)	5	1%	
34b	How useful did you find it?	Very Useful	215	61%	69%
		Somewhat Useful	95	27%	30%
		Not Useful	2	1%	1%
		Total Who Rated Usefulness	312	88%	100%
		We didn't use the Enrollee Handbook	42	12%	
		Total # Respondents	354	100%	
35	Have you or your child read the CHIP CHAT quarterly newsletter?	Missing (% of 406 Surveys)	52	13%	
		Yes	324	81%	
		No	68	17%	
		Don't Know	10	2%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
35b	How useful did you find it?	Very Useful	132	37%	41%
		Somewhat Useful	185	52%	57%
		Not Useful	8	2%	2%
		Total Who Rated Usefulness	325	91%	100%
		We didn't use the booklet	34	9%	
		Total # Respondents	359	100%	
		Missing (% of 406 Surveys)	47	12%	
36	Have you or your child used the "Dental Care and Eyeglasses for Children in CHIP" booklet?	Yes	250	62%	
		No	137	34%	
		Don't Know	15	4%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	
36b	How useful did you find it?	Very Useful	173	52%	69%
		Somewhat Useful	77	23%	31%
		Not Useful	2	1%	1%
		Total Who Rated Usefulness	252	76%	100%
		We didn't use the booklet	78	24%	
		Total # Respondents	330	100%	
		Missing (% of 406 Surveys)	76	19%	
37	Have you received an Explanation of Benefits (EOB) that explained what CHIP paid for your child's eyeglasses and dental services?	Yes	321	81%	
		No	56	14%	
		Don't Know	20	5%	
		Total # Respondents	397	100%	
		Missing (% of 406 Surveys)	9	2%	
37b	How useful did you find it?	Very Useful	221	64%	70%
		Somewhat Useful	86	25%	27%
		Not Useful	7	2%	2%
		Total Who Rated Usefulness	314	92%	100%
		We didn't receive an EOB	29	8%	
		Total # Respondents	343	100%	
		Missing (% of 406 Surveys)	63	16%	
38	How far do you travel ONE DIRECTION to see your child's primary provider?	0 to 30 miles	321	80%	
		31 to 60 miles	58	14%	
		61 to 90 miles	14	3%	
		91 to 150 miles	5	1%	
		150 miles or more	3	1%	
		Total # Respondents	401	100%	
		Missing (% of 406 Surveys)	5	1%	
39	Urban/Rural from Answer to What is the 5-digit zip code for your address?	75% to 100% rural or rural town	186	46%	46%
		50% to 74.99% rural	19	5%	5%
		50% to 74.99% urban	75	18%	19%
		75% to 100% urban or urban city	123	30%	31%
		Total with Location	403	99%	100%
		Location not given	3	< 1%	
40	Use any number from 0 to 10 where 0 is the least satisfied possible, and 10 is the most satisfied possible. How satisfied are you with the CHIP Program?	10 - Completely Satisfied	274	68%	
		9	54	13%	
		8	41	10%	
		7	11	3%	
		7 or higher Subtotal	380	95%	
		6	5	1%	
		5	6	1%	
		4	2	< 1%	
		3	1	< 1%	
		2	1	< 1%	
		1	0	0%	
		0 - Completely Unsatisfied	6	1%	
		Total # Respondents	401	100%	
		Missing (% of 406 Surveys)	5	1%	
41	In general, how would you rate your child's overall health now?	Excellent	192	47%	
		Very Good	159	39%	
		Good	43	11%	
		Fair	10	2%	
		Poor	1	< 1%	
		Total # Respondents	405	100%	
		Missing (% of 406 Surveys)	1	< 1%	
42	What is your child's ethnicity?	Hispanic or Latino	13	3%	
		Not Hispanic or Latino	389	97%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	
	What is your child's race (NOTE: the respondents were asked to mark one or more so percentages may add up to more than 100%)	White	372	93%	
		Black or African-American	2	1%	
		Asian	3	1%	
		Native Hawaiian or other Pacific Islander	2	1%	
		American Indian or Alaskan Native	25	6%	
		Other unspecified race	9	2%	
		Total # Respondents (indicating 413 racial groups)	400	100%	
		Missing (% of 406 Surveys)	6	1%	
	Breakdown by both	Hispanic or Latino who indicated they are white	5	38%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
		Hispanic or Latino who indicated they are another race	3	23%	
		Hispanic or Latino who did not indicate any other racial/ethnic group	5	38%	
		Total who identified themselves as Hispanic or Latino (14 responses)	13	100%	
		Did not indicate Hispanic or any other racial/ethnic group (% of 406)	1	< 1%	

Question #	Survey Question	Response	N	% of Respondents (of Surveys with Any Answer)	% of Those Who Rated or Said How Often
43	What is your child's age now?	Up to 2 years	31	8%	
		3 to 6 years	91	23%	
		7 to 11 years	103	26%	
		12 to 18 years	173	43%	
		Total # Respondents	398	100%	
		Missing (% of 406 Surveys)	8	2%	
44	Is your child male or female?	Male	230	58%	
		Female	170	43%	
		Total # Respondents	400	100%	
		Missing (% of 406 Surveys)	6	1%	
45	Are you male or female?	Male	34	8%	
		Female	369	92%	
		Total # Respondents	403	100%	
		Missing (% of 406 Surveys)	3	1%	
46	What is your age now?	Younger than 18	3	1%	
		18 to 24	8	2%	
		25 to 34	125	31%	
		35 to 44	160	40%	
		45 to 54	92	23%	
		55 to 64	11	3%	
		65 to 74	2	< 1%	
		75 or older	1	< 1%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	
47	What is the highest grade or level of school that you have completed?	8th grade or less	5	1%	
		Some high school but not graduate	38	9%	
		High School graduate or GED	120	30%	
		Some college or 2-year degree	178	44%	
		4-year college graduate	48	12%	
		More than 4-year college degree	14	3%	
		Total # Respondents	403	100%	
48	How are you related to the child?	Missing (% of 406 Surveys)	3	1%	
		Mother or father	397	99%	
		Grandparent	3	1%	
		Aunt or uncle	0	0%	
		Older brother or sister	0	0%	
		Other relative	1	< 1%	
		Legal guardian	1	< 1%	
		Total # Respondents	402	100%	
		Missing (% of 406 Surveys)	4	1%	